Data Processing Survey

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DATA PROCESSING SURVEY - 1983

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The Food Marketing Institute (FMI) is a non-profit association that conducts programs in research, education and public affairs on behalf of its 1,100 members -- food wholesalers and retailers and their customers in the United States and overseas. FMI's domestic member companies operate over 17,000 retail food stores with a combined annual sales volume of $125 billion -- half of all grocery sales in the United States. More than three-fourths of FMI's membership is comprised of independent supermarket operators or small regional firms. Its international membership includes more than 100 members from 37 nations.

F O R E W O R D

DATA PROCESSING SURVEY - 1983

With the guidance of the Advanced Management Information System (AMIS) Committee, the 1983 survey has been expanded to include more complete information on data processing employees. In particular, data entry personnel were excluded from several of the tables to increase comparability among companies. Questionnaires were mailed to the Vice President of Data Processing of the 199 FMI member companies with sales of $50 million or more. With follow-up mailings, usable questionnaires were returned by 82 companies. A copy of the questionnaire has been included in this report.

The survey results have been tabulated by size of company, and whether a retailer or wholesaler. Where appropriate, the data has been weighted by size of company in calculating the reported means. For data processing expense as a percent of sales, a complete listing of all the reported data is given.

The companion publication, FMI's 1983 Data Processing Directory, has also been revised and expanded. The new Directory provides information on hardware, software and systems development activities at 83 food retailers and wholesalers. It may be ordered from FMI's Publication Sales Department at a price of $30.00 for FMI members and $60.00 for non-members (an order form is included in the back of this report).

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TABLE 1

Number of Respondents by Size and Type of Company

Company Size	Number of Companies		
	Retailers	Wholesalers	Total
$ 50m to $ 99m	10	0	10
$100m to $249m	11	2	13
$250m to $499m	12	5	17
$500m to $999m	17	4	21
$1 billion +	16	5	21
Total	66	16	82

TABLE 2

Average Number of Data Processing Employees (excluding data entry) by Size and Type of Company

Company Size	Number of Employees	
	Retailers	Wholesalers
$50m to $ 99m	3.4	NA
$100m to $249m	6.3	NA
$250m to $499m	21.4	20.9
$500m to $999m	29.3	45.0
$1 billion +	147.6	117.7
Average	48.8	55.9

TABLE 3

Company Sales (in million dollars) Per Data Processing Employee (excluding data entry) by Size and Type of Company

Company Size	Sales Per DP Employee	
	Retailers	Wholesalers
$ 50m to $ 99m	$ 23.0	NA
$100m to $249m	23.7	NA
$250m to $499m	18.8	$ 17.8
$500m to $999m	22.0	16.9
$1 billion +	27.8	25.1
Average	$ 26.0	$ 22.3

TABLE 4A

Proportion of Data Processing Employees (excluding data entry) in Each Job Title by Size of Retailer

Job Titles	$50m-$99m	$100m-$249m	$250m-$499m	$500m-$999m	$1 bil. & over	Average
DP Administration						
General Administration	17.8%	11.9%	9.0%	6.2%	4.2%	5.3%
Information Center Support	9.0	4.1	1.6	.4	1.4	1.4
Total DP Administration	26.8%	16.0%	10.6%	6.6%	5.6%	6.7%
Systems						
Administration & Management	3.8%	7.8%	4.5%	6.1%	3.6%	4.2%
Data Base/Data Administration	.3	1.3	2.9	1.2	2.0	1.9
Project Management	1.2	3.5	7.3	4.6	4.0	4.3
Systems Analysts	4.1	3.1	6.9	6.8	5.5	5.8
Programmer/Analysts	7.6	18.6	15.9	19.3	18.2	18.1
Programmers	9.9	5.2	8.4	9.8	7.9	8.2
Technical Support	-	3.4	4.1	6.3	5.2	5.1
Other	-	1.0	.4	1.7	2.5	2.1
Total Systems	26.9%	43.9%	50.4%	55.8%	48.9%	49.5%
Operations						
Administration & Management	7.6%	4.7%	7.6%	6.6%	8.3%	7.9%
Computer Operators	29.9	24.8	18.2	18.4	20.2	20.0
Output Distribution	-	3.4	3.9	3.1	5.1	4.6
Customer Service	-	1.8	3.3	2.9	1.3	1.6
Data Control	8.8	5.4	4.5	5.2	4.8	4.9
Other	-	-	1.5	1.4	5.8	4.6
Total Operations	46.3%	40.1%	39.0%	37.6%	45.5%	43.6%
Total Data Processing Excluding Data Entry	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Average Number of Data Entry Employees	4.9	6.4	9.0	10.9	47.9	17.7
Proportion in User Department	81.9%	69.2%	43.5%	21.6%	10.9%	22.2%

TABLE 4B

Proportion of Data Processing Employees (excluding data entry) in Each Job Title by Size of Wholesaler

Job Titles	$50m-$99m	$100m-$249m	$250m-$499m	$500m-$999m	$1 bil. & over	Average
DP Administration						
General Administration	NA	NA	7.6%	5.0%	4.9%	5.7%
Information Center Support			-	.6	2.1	1.8
Total DP Administration	NA	NA	7.6%	5.6%	7.0%	7.5%
Systems						
Administration & Management	NA	NA	3.2%	8.1%	3.2%	4.2%
Data Base/Data Administration			1.1	2.5	1.9	1.8%
Project Management			8.6	2.8	9.0	7.4
Systems Analysts			5.4	4.8	12.2	9.7
Programmer/Analysts			17.3	21.7	7.6	12.0
Programmers			7.6	2.8	20.1	14.8
Technical Support			5.4	5.0	7.6	6.6
Other			1.1	1.1	1.4	1.2
Total Systems	NA	NA	49.7%	48.8%	63.0%	57.7%
Operations						
Administration & Management	NA	NA	8.7%	7.8%	4.2%	5.5%
Computer Operators			20.5	20.6	16.7	18.2
Output Distribution			4.3	6.7	4.3	4.6
Customer Service			-	4.4	-	1.0
Data Control			4.9	3.3	1.7	2.5
Other			4.3	2.8	3.1	3.0
Total Operations	NA	NA	42.7%	45.6%	30.0%	34.8%
Total Data Processing Excluding Data Entry	NA	NA	100.0%	100.0%	100.0%	100.0%
Average Number of Data Entry Employees	NA	NA	9.0	19.0	23.8	14.8
Proportion in User Department	NA	NA	-	17.1%	6.3%	8.6%

TABLE 5A

Average Years of DP Experience
by Size of Retailer

DP Experience	$50m-$99m	$100m-$249m	$250m-$499m	$500m-$999m	$1 bil. & over	Average
System Software Programmers	-	1.1 years	4.6 years	3.7 years	3.7 years	3.7 years
Application Programmer & Programmer/Analysts	5.9 years	5.5	4.3	5.7	3.6	4.1
Analysts	-	3.7	4.6	7.6	7.2	6.9
Technical Support	-	8.5	3.3	5.5	5.9	5.7
Operators	6.0	5.5	4.5	5.4	5.2	5.2
All DP Professionals	3.5	5.1	6.2	7.2	4.7	5.2

TABLE 5B

Average Years of DP Experience
by Size of Wholesaler

DP Experience	$50m-$99m	$100m-$249m	$250m-$499m	$500m-$999m	$1 bil. & over	Average
System Software Programmers	NA	NA	6.0 years	6.4 years	3.4 years	4.1 years
Application Programmer & Programmer/Analysts			5.2	5.2	3.6	4.1
Analysts			5.8	9.8	6.9	7.1
Technical Support			3.6	3.9	6.4	5.8
Operators			5.3	4.3	4.4	4.4
All DP Professionals	NA	NA	7.0	5.2	4.2	4.6

TABLE 6A

Average Annual Employee Turnover Rate
by Size of Retailer

Employees	$50m-$99m	$100m-$249m	$250m-$499m	$500m-$999m	$1 bil. & over	Average
System Software Programmers	-	-	10.0%	65.8%	13.3%	24.4%
Application Programmer & Programmer/Analysts	30.0%	16.2%	14.3	16.8	13.5	14.2
Analysts	-	-	5.0	-	11.4	10.8
Technical Support	-	-	10.0	22.7	17.8	17.8
Operators	-	16.7	20.5	20.6	9.5	11.6
All DP Professionals	15.0	9.6	10.9	12.6	10.1	10.5

TABLE 6B

Average Annual Employee Turnover Rate
by Size of Wholesaler

Employees	$50m-$99m	$100m-$249m	$250m-$499m	$500m-$999m	$1 bil. & over	Average
System Software Programmers	NA	NA	50.0%	-	14.3%	16.1%
Application Programmer & Programmer/Analysts			14.4	7.6%	5.5	7.2
Analysts			-	21.8	1.8	3.7
Technical Support			50.0	-	10.2	11.4
Operators			10.0	6.6	3.1	4.2
All DP Professionals	NA	NA	12.1	4.7	1.8	3.7

TABLE 7A

Data Processing Expense Including Employee Fringes, Current Fiscal Year by Size of Retailer

	$50m-$99m	$100m-$249m	$250m-$499m	$500m-$999m	$1 bil. & over	Average
Average Current Fiscal Year DP Expense Budget	$239,000	$352,500	$ 999,700	$2,109,900	$11,229,100	$4,147,500
Average DP Expense Budget as % of Net Company Sales	.65	.25	.32	.37	.35	.35
Average Expected Increase Next Year	7.3%	18.0%	11.3%	12.7%	11.6%	11.8%
Actual DP Expense Most Recent Fiscal Year as % of Net Company Sales	.65	.21	.31	.34	.32	.32

TABLE 7B

Data Processing Expense Including Employee Fringes, Current Fiscal Year by Size of Wholesaler

	$50m-$99m	$100m-$249m	$250m-$499m	$500m-$999m	$1 bil. & over	Average
Average Current Fiscal Year DP Expense Budget	NA	NA	$1,323,400	$3,813,500	$ 8,887,300	$4,164,500
Average DP Expense Budget as % of Net Company Sales			.31	.54	.33	.39
Average Expected Increase Next Year			7.8%	6.0%	10.4%	9.5%
Actual DP Expense Most Recent Fiscal Year as % of Net Company Sales	NA	NA	.28	.53	.35	.40

TABLE 8

Expected Increase in Data Processing Budget
Next Year Listed by Size and Type of Company

Company Size	Listing of Expected DP Increase Retailers	Wholesalers
$ 50m to $ 99m	5.0% 15.0% 5.0	NA
$100m to $249m	5.0% 12.0% 25.0% 10.0 15.0 30.5	NA
$250m to $499m	-10.0% 10.0% 10.0% 3.0 10.0 12.0 6.0 10.0 20.0 6.0 10.0	5.0% 10.0% 6.0 10.0 7.0
$500m to $999m	4.0% 10.0% 15.0% 4.5 10.0 16.2 8.0 10.0 17.6 8.0 10.0 20.0 8.0 12.0 39.0	NA
$1 billion +	1.0% 10.0% 14.7% 6.0 10.0 15.0 7.0 10.0 15.0 10.0 14.0 15.0 10.0	3.0% 15.0% 8.9 15.0

TABLE 9A

Data Processing Expense Budget as a Percent of Net Company Sales Listed by Size and Type of Company

Company Size	Listing of DP Expense as Percent of Sales				
	Retailers			Wholesalers	
$ 50m to $ 99m	.10%	.25%	1.00%	NA	
	.20	.30			
$100m to $249m	.01%	.09%	.32%	NA	
	.04	.20	.35		
	.09	.22			
$250m to $499m	.01%	.19%	.26%	.10%	.39%
	.01	.24	.36	.20	.50
	.14	.25	.70		
	.18				
$500m to $999m	.05%	.23%	.38%	.28%	.60%
	.18	.25	.40	.32	.68
	.18	.28	.60		
	.20	.30	.60		
	.22	.35	.60		
$1 billion +	.14%	.29%	.38%	.31%	.35%
	.19	.32	.50	.32	.40
	.20	.33	.52		
	.21	.35	.63		
	.25	.35			

TABLE 9B

Actual Data Processing Expenses Most Recent Fiscal Year
as a Percent of Net Company Sales Listed by
Size and Type of Company

Company Size	Listing of DP Expense as Percent of Sales				
	Retailers			Wholesalers	
$ 50m to $ 99m	.10%	.25%	1.00%	NA	
	.20	.30			
$100m to $249m	.01%	.09%	.22%	NA	
	.05	.20	.33		
	.07	.21			
$250m to $499m	.01%	.17%	.24%	.10%	.33%
	.01	.18	.33	.24	.40
	.12	.20	.70		
	.24				
$500m to $999m	.19%	.23%	.41%	.30%	.59%
	.19	.24	.45	.36	.60
	.20	.24	.50	.38	
	.21	.34	.50		
	.23	.40			
$1 billion +	.14%	.28%	.37%	.30%	.36%
	.19	.31	.42	.35	.36
	.19	.37	.44		
	.20	.37	.60		
	.23				

TABLE 10A

Distribution of Total Data Processing Expense Budget this Fiscal Year by Size of Retailer

Expenses	$50m-$99m	$100m-$249m	$250m-$499m	$500m-$999m	$1 bil. & over	Average
Wages, Salaries	38.2%	39.7%	41.7%	40.1%	43.1%	42.4%
Employee Fringes	10.1	5.6	9.1	7.8	10.3	9.7
Equipment Rental, Maintenance, Depreciation	30.2	33.9	27.4	28.6	27.1	27.5
Software Rental, Amortization	6.2	6.2	7.9	6.5	2.9	3.9
Voice Communications	-	.1	.9	.1	.9	.8
Data Communications	.5	.5	1.1	.9	2.3	1.9
Service Bureaus	4.1	.6	-	.2	.1	.2
Outside Professional Services	3.5	.5	1.2	2.3	1.3	1.5
Education, Training	.3	.9	.9	.7	.7	.7
Supplies	3.9	6.6	7.9	10.0	7.3	7.7
Overhead (occupancy, copier, printing)	2.5	.7	1.8	1.1	2.3	2.0
Other	.5	4.7	.1	1.7	1.7	1.7
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

TABLE 10B

Distribution of Total Data Processing Expense Budget this Fiscal Year by Size of Wholesaler

Expenses	$50m-$99m	$100m-$249m	$250m-$499m	$500m-$999m	$1 bil. & over	Average
Wages, Salaries	NA	NA	36.1%	36.6%	39.1%	38.1%
Employee Fringes			9.4	7.5	8.3	8.1
Equipment Rental, Maintenance, Depreciation			28.8	29.6	30.8	30.3
Software Rental, Amortization			3.5	.5	3.7	3.0
Voice Communications			.5	.5	-	.2
Data Communications			2.4	1.9	3.4	3.0
Service Bureaus			-	.5	.1	.2
Outside Professional Services			6.2	1.7	.2	1.2
Education, Training			1.4	1.3	.8	.9
Supplies			10.2	10.5	11.2	10.9
Overhead (occupancy, copier, printing)			.4	3.0	1.7	2.0
Other			1.1	6.4	.7	2.1
Total	NA	NA	100.0%	100.0%	100.0%	100.0%

TABLE 11A

Systems Development Activity by Size of Retailer

Activities	$50m-$99m	$100m-$249m	$250m-$499m	$500m-$999m	$1 bil. & over	Average
Internal DP Projects (Research, Performance Improvement, etc.)	7.1%	6.8%	7.7%	7.8%	9.1%	8.6%
Production Problem Solving	4.3	18.3	9.6	8.9	7.4	8.1
Maintenance of Existing Applications	32.9	22.3	20.0	17.5	14.5	15.8
Enhancement of Existing Applications	32.9	18.4	16.6	22.1	26.2	24.5
New Applications Development	22.8	34.2	46.1	43.7	42.8	43.0
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

TABLE 11B

Systems Development Activity by Size of Wholesaler

Activities	$50m-$99m	$100m-$249m	$250m-$499m	$500m-$999m	$1 bil. & over	Average
Internal DP Projects (Research, Performance Improvement, etc.)	NA	NA	12.5%	12.8%	5.0%	7.4%
Production Problem Solving			14.5	10.2	8.4	9.5
Maintenance of Existing Applications			23.1	26.8	15.3	18.5
Enhancement of Existing Applications			10.8	14.4	43.3	33.9
New Applications Development			39.1	35.8	28.0	30.7
Total	NA	NA	100.0%	100.0%	100.0%	100.0%

TABLE 12A

Standard Work Week by Size of Retailer

Programmers	$50m-$99m	$100m-$249m	$250m-$499m	$500m-$999m	$1 bil. & over	Average
Proportion						
Under 40 hours	14.3%	9.1%	25.0%	6.3%	33.4%	18.0%
40 hours	57.1	72.7	58.3	87.5	66.6	70.5
Over 40 hours	28.6	18.2	16.7	6.2	-	11.5
Average hours/week	38.7 hrs.	37.7 hrs.	40.3 hrs.	40.3 hrs.	39.1 hrs.	39.3 hrs.
Analysts						
Proportion						
Under 40 hours	.0%	.0%	27.3%	6.3%	37.6%	18.1%
40 hours	60.0	71.4	54.5	87.5	56.2	67.3
Over 40 hours	40.0	28.6	18.2	6.2	6.2	14.6
Average hours/week	41.4 hrs.	41.4 hrs.	40.4 hrs.	40.3 hrs.	39.4 hrs.	40.3 hrs.

TABLE 12B

Standard Work Week by Size of Wholesaler

Programmers	$50m-$99m	$100m-$249m	$250m-$499m	$500m-$999m	$1 bil. & over	Average
Proportion						
Under 40 hours	NA	NA	.0%	.0%	20.0%	6.3%
40 hours			100.0	50.0	80.0	75.0
Over 40 hours			.0	50.0	.0	18.7
Average hours/week	NA	NA	40.0 hrs.	42.0 hrs.	39.6 hrs.	40.7 hrs.
Analysts						
Proportion						
Under 40 hours	NA	NA	.0%	.0%	20.0%	6.7%
40 hours			100.0	50.0	80.0	73.3
Over 40 hours			.0	50.0	.0	20.0
Average hours/week	NA	NA	40.0 hrs.	42.5 hrs.	39.6 hrs.	41.2 hrs.

TABLE 13A

Proportion of Companies Which Charge Out for DP Services by Size of Retailer

Services	$50m-$99m	$100m-$249m	$250m-$499m	$500m-$999m	$1 bil. & over	Average
Systems Development						
100%	12.5%	.0%	8.3%	23.5%	25.0%	15.9%
Partly	12.5	10.0	.0	17.7	25.0	14.3
Not At All	75.0	90.0	91.7	58.8	50.0	69.8
Operations						
100%	33.3%	9.1%	8.3%	23.5%	37.5%	23.1%
Partly	.0	27.3	.0	23.5	18.8	15.4
Not At All	66.7	63.6	91.7	53.0	43.7	61.5

TABLE 13B

Proportion of Companies Which Charge Out for DP Services by Size of Wholesaler

Services	$50m-$99m	$100m-$249m	$250m-$499m	$500m-$999m	$1 bil. & over	Average
Systems Development						
100%	NA	NA	.0%	50.0%	50.0%	35.7%
Partly			20.0	.0	25.0	14.3
Not At All	NA	NA	80.0	50.0	25.0	50.0
Operations						
100%	NA	NA	.0%	50.0%	40.0%	31.3%
Partly			20.0	.0	60.0	31.2
Not At All	NA	NA	80.0	50.0	.0	37.5

TABLE 14A

Description of DP Department Operation
by Size of Retailer

Services	$50m-$99m	$100m-$249m	$250m-$499m	$500m-$999m	$1 bil. & over	Average
			(Proportion Having)			
Post Implementation Review Process for Systems	50.0%	72.7%	58.3%	58.8%	75.0%	63.6%
Planning Group within DP	30.0	72.7	41.7	52.9	81.3	57.6
Formal Disaster Recovery Plan	20.0	36.4	16.7	35.3	62.5	36.4
Tested Disaster Recovery Plan	20.0	-	16.7	17.6	31.3	18.2
Senior Management Steering Committee for Project Priorities	70.0	54.5	83.3	58.8	75.0	68.2
Internal EDP Auditors	-	-	16.7	23.5	50.0	21.2
DP Department Responsible for Admin. Services (mail room, word processing, etc.)	20.0	27.3	25.0	17.6	37.5	25.8
Company Measure Programmer/ Analyst Productivity	10.0	9.1	16.7	35.3	37.5	24.2
Length of Your Long-Range DP Plan (in years)	1.8 yrs.	2.8 yrs.	2.0 yrs.	2.4 yrs.	3.4 yrs.	2.6 yrs.

TABLE 14B

Description of DP Department Operation
by Size of Wholesaler

Services	$50m-$99m	$100m-$249m	$250m-$499m	$500m-$999m	$1 bil. & over	Average
			(Proportion Having)			
Post Implementation Review Process for Systems	NA	NA	40.0%	25.0%	40.0%	37.5%
Planning Group within DP			40.0	50.0	40.0	37.5
Formal Disaster Recovery Plan			40.0	25.0	40.0	43.8
Tested Disaster Recovery Plan			-	25.0	20.0	18.8
Senior Management Steering Committee for Project Priorities			60.0	75.0	80.0	68.8
Internal EDP Auditors			-	25.0	60.0	25.0
DP Department Responsible for Admin. Services (mail room, word processing, etc.)			20.0	50.0	40.0	37.5
Company Measure Programmer/ Analyst Productivity			-	50.0	40.0	31.3
Length of Your Long-Range DP Plan (in years)	NA	NA	1.0 yrs.	2.8 yrs.	2.4 yrs.	2.2 yrs.

TABLE 15A

Experience with Selected Technologies
by Size of Retailer

	Level of Experience				
	None	Evaluation	Development	Limited Use	Advanced Use
Information Center	27.0%	33.0%	8.0%	23.0%	9.0%
Data Base	18.0	32.0	3.0	18.0	29.0
On-Line	5.0	2.0	4.0	24.0	65.0
Distributing Processing	24.0	23.0	8.0	27.0	18.0
Office Automation	21.0	42.0	17.0	17.0	3.0
Data Communications	6.0	6.0	9.0	21.0	58.0
Micro-fiche	17.0	20.0	-	39.0	24.0
Laser Printing	29.0	50.0	3.0	4.0	14.0
Computer Graphics	30.0	42.0	3.0	23.0	2.0
Personal Computers	9.0	26.0	18.0	36.0	11.0

TABLE 15B

Experience with Selected Technologies
by Size of Wholesaler

	Level of Experience				
	None	Evaluation	Development	Limited Use	Advanced Use
Information Center	19.0%	44.0%	19.0%	6.0%	12.0%
Data Base	13.0	19.0	6.0	37.0	25.0
On-Line	-	-	-	31.0	69.0
Distributing Processing	19.0	19.0	6.0	25.0	31.0
Office Automation	6.0	44.0	13.0	25.0	12.0
Data Communications	-	-	19.0	25.0	56.0
Micro-fiche	13.0	6.0	-	37.0	44.0
Laser Printing	25.0	38.0	-	31.0	6.0
Computer Graphics	38.0	31.0	6.0	19.0	6.0
Personal Computers	6.0	25.0	19.0	44.0	6.0

TABLE 16

Number of Non-Store Employees who are Involved in Scanning Support by Size and Type of Company

Company Size	Retailers	Wholesalers
DP Employees		
$ 50m to $ 99m	.7	NA
$100m to $249m	1.0	NA
$250m to $499m	1.3	1.5
$500m to $999m	2.1	2.3
$1 billion +	7.5	6.4
Average	2.9	3.1
Other Departments		
$ 50m to $ 99m	1.0	NA
$100m to $249m	1.9	NA
$250m to $499m	1.0	.9
$500m to $999m	2.2	3.3
$1 billion +	6.5	9.8
Average	2.8	4.3

TABLE 17A

Data Processing Budget for POS Support by Size of Retailer

Budget	$50m-$99m	$100m-$249m	$250m-$499m	$500m-$999m	$1 bil. & over	Average
Wages, Salaries, Fringes	$ 12,700	$ 20,000	$ 40,590	$ 74,058	$165,477	$ 95,523
Hardware Cost	119,000	137,500	4,125	344,794	431,183	289,077
Software Cost	97,533	2,700	2,375	11,044	18,816	21,918
Communications	-	2,200	8,900	4,910	60,470	27,391
Other	7,167	5,000	250	7,966	4,247	4,999
Total	$236,400	$167,400	$ 56,240	$442,772	$680,193	$438,908

TABLE 17B

Data Processing Budget for POS Support by Size of Wholesaler

Budget	$50m-$99m	$100m-$249m	$250m-$499m	$500m-$999m	$1 bil. & over	Average
Wages, Salaries, Fringes	NA	NA	NA	$ 81,000	NA	$ 81,000
Hardware Cost				13,000		13,000
Software Cost				3,750		3,750
Communications				1,250		1,250
Other				3,000		3,000
Total	NA	NA	NA	$102,000	NA	$102,000

TABLE 18

Proportion of Companies which have Developed Programs for Soft Savings from Scanning Data by Size and Type of Company

Company Size	Retailers	Wholesalers
$ 50m to $ 99m	14.3%	NA
$100m to $249m	60.0	NA
$250m to $499m	41.7	75.0%
$500m to $999m	75.0	50.0
$1 billion +	87.5	75.0
Average	62.3%	57.1%

TABLE 19

Proportion of Companies which have Production Reports for Soft Savings from Scanning Data by Size and Type of Company

Company Size	Retailers	Wholesalers
$ 50m to $ 99m	14.3%	NA
$100m to $249m	80.0	NA
$250m to $499m	45.5	100.0%
$500m to $999m	80.0	100.0
$1 billion +	81.3	50.0
Average	66.1%	78.6%

TABLE 20

Personal Computers by Type of Computer

Type of Computer	Currently Installed		Expected Number Year End	
	Companies	Units	Companies	Units
IBM	29	175	36	352
Apple	22	71	21	78
Xerox	0	0	0	0
TRS-80	13	44	12	55
Other	7	29	9	59

FMI DATA PROCESSING QUESTIONNAIRE
1983

1. Number of Data Processing Employees Budgeted for this Fiscal Year (you may use fractional allocations):

	Number of Employees
DP Administration	
General Administration	
Information Center Support	
Total DP Administration	
Systems	
Administration & Management	
Data Base/Data Administration	
Project Management	
Systems Analysts	
Programmer/Analysts	
Programmers	
Technical Support	
Other	
Total Systems	
Operations	
Administration & Management	
Computer Operators	
Output Distribution	
Customer Service	
Data Control	
Other	
Total Operations	
Total Data Processing Excluding Data Entry	
Data Entry	
DP Department Data Entry	
User Department Data Entry	
Total Data Entry	

2. Employee Experience and Turnover Rate:

	Average Years of DP Experience	Annual Turnover Rate
System Software Programmers		%
Application Prgmr. & Prgmr./Analysts		%
Analysts		%
Technical Support		%
Operators		%
All DP Professionals		%

3. Percent of Total Company Data Processing Expense Budget (this fiscal year) for:

Wages and Salaries	_____
Employee Fringes	_____
Equipment Rental, Maintenance, Depreciation	_____
Software Rental, Amortization	_____
Voice Communications	_____
Data Communications	_____
Service Bureaus	_____
Outside Professional Services	_____
Education, Training	_____
Supplies	_____
Overhead (occupancy, copier, printing)	_____
Other	_____
Total	100%

4. Company DP Expense Budget for this fiscal year:

DP expense budget for Wages & Salaries (excluding benefits)	$ _____
DP expense budget for Employee Benefits	$ _____
Total DP expense budget for all items in Question 3 above	$ _____
Total company DP expense budget this fiscal year as a percent of company net sales	_____ %
Actual DP expense for most recently completed fiscal year as a percent of company net sales	_____ %
Expected increase in DP budget next year	_____ %

5. Percent of Systems Development Activity Allocated to:

Internal DP projects (research, performance improvement, etc.)	_____
Production problem solving	_____
Maintenance of existing applications	_____
Enhancement of existing applications	_____
New applications development	_____
Total	100%

6. Standard work week for:

Programmers _____ hrs/wk. Analysts _____ hrs/wk.

Flextime _____ Yes _____ No

7. Does your company charge out for DP services?

Systems Development	_____	100%	_____	Partly	_____ Not at all
Operations	_____	100%	_____	Partly	_____ Not at all

8. Do you have a post implementation review process for systems? . . . . . _____ Yes _____ No

9. Length of your long-range DP plan . . . . . _____ Years

10. Do you have a planning group within DP? . . . . . _____ Yes _____ No

11. Does your company have a formal disaster recovery plan? _____ Yes _____ No

12. Have you tested your disaster recovery plan? . . . . . _____ Yes _____ No

13. Do you have a Senior Management Steering Committee for establishing project priorities? . . . . . _____ Yes _____ No

14. Do you have internal EDP auditors? . . . . . _____ Yes _____ No

15. Is the DP department responsible for administrative services (mail room, word processing, etc.)? . . . . . _____ Yes _____ No

16. Does your company measure Programmer/Analyst productivity? . . . . . _____ Yes _____ No

17. Experience with selected technologies (check one box for each technology):

	Level of Experience			
Technologies	Evaluation	Development	Limited Use	Advanced Use
Information Center				
Data Base				
On-Line				
Distrib. Processing				
Office Automation				
Data Communications				
Micro-fiche				
Laser Printing				
Computer Graphics				
Personal Computers				

18. Scanning:

Number of non-store employees in company who are involved in scanning support (you may use fractional allocations):

DP Employees . . . . . _____
Other Departments . . . . . _____

Scanning Installations:

Number currently supported . . . . . _____
Number anticipated as of December 31, 1983 _____

DP budget for scanning support:

Wages, Salaries, Fringes . . . . . $_____
Hardware Cost . . . . . _____
Software Cost . . . . . _____
Communications . . . . . _____
Other . . . . . _____

Total . . . . . $_____

Have you developed programs for soft savings from scanning data? . . . . . _____ Yes _____ No

Production Reports . . . . . _____ Yes _____ No

19. Personal Computers

	IBM	APPLE	XEROX	TSR-80	OTHER (Please Specify)	TOTAL
Number currently installed	_____	_____	_____	_____	_____	_____
Expected number at year end	_____	_____	_____	_____	_____	_____

Are personal computers acquired under a DP contract? . . . _____ Yes _____ No

Software packages being used (please list):

Return to:
Food Marketing Institute
The Research Department
1750 K Street, N.W.
Washington, D.C. 20006

Completed by: _____

Title: _____

Company Retail Sales _____
Company Wholesale Sales _____

FMI DATA PROCESSING DIRECTORY
1983

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- DBMS
- Utilities & Operation Support Programs
- Proprietary Applications Software
- Productivity Aids
- POS Support Programs
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- Terminal Equipment
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- Language Compilers/ Processors
- POS Systems
- Order Entry Equipment

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FMI Data Processing Directory
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